

CLAIMS

I claim:

1. A method of providing automated directory assistance to one or more subscribers connected to a telecommunications network through a local or tandem switch with service switching point (SSP) capabilities each interacting with one or more directory assistance voice peripherals associated therewith comprising the steps of:

receiving a request for directory assistance from a first subscriber at a local or tandem switch;

routing said request to a service control point (SCP) in communication with said local or tandem switch;

temporarily connecting said request to an assigned directory assistance voice peripheral;

sending a message from the SCP to a directory assistance controller regarding directory assistance voice peripheral assigned said request;

soliciting through the assigned directory assistance voice peripheral information regarding said request from the requesting subscriber to form a directory assistance query;

forwarding the directory assistance query to the directory assistance controller;

querying a local or remote directory assistance database from the directory assistance controller to identify the requested number; and,

forwarding the requested number to the directory assistance voice peripheral for delivery to the requesting subscriber.

2. The method of claim 1 further comprising the step of determining the service parameters for the subscriber requesting directory assistance by accessing the line information database (LIDB).

3. The method of claim 1 further comprising the step of routing the call to the end-office of the subscriber indicated by the requested number.

4. The method of claim 1 further comprising the steps of:

releasing the request from the directory assistance voice peripheral to the SSP switch;

sending a call clearing indication from the SSP switch to the SCP;

routing the call from the SSP switch to the local end-office of the subscriber indicated by the requested number.

5. The method of claim 4 further comprising the step of generating operator services automated message accounting records at the SCP and sending an AMAslpID parameter to the SSP switch.

6. The method of claim 4 further comprising the step of sending DMH_Billing_Digits to the local switch in a wireless network.

7. The method of claim 1 further comprising the steps of:

determining the need to provide operator assistance to the requesting subscriber;

routing said request to an operator services switch (OSS) in communication with an operator;

playing from the selected directory assistance voice peripheral any recorded subscriber segments for the operator without using dedicated voice links;

and passing received context information to the OSS switch.

8. The method of claim 7 further comprising the steps of:
 - releasing the request from the operator services switch;
 - forwarding the call to the end-office associated with the requested number; and,
 - sending an analyze route request and automated message accounting to the AIN SSP for billing.
9. A directory assistance voice peripheral comprising:
 - a means for communicating with a service control point (SCP) for receipt of a directory assistance request from a subscriber;
 - a means for communicating with the subscriber to collect information about the directory assistance request to develop a directory assistance query;
 - a means for communicating with a directory assistance controller for forwarding the directory assistance query; and,
 - a means for receiving the answer to the directory assistance query from the directory assistance controller.
10. A method of providing automated directory assistance to one or more subscribers connected to a telecommunications network through an OSS switch with one or more directory assistance voice peripherals associated therewith comprising the steps of:
 - receiving a request for directory assistance from a first subscriber at a local switch;
 - routing said request to an OSS switch;
 - invoking directory assistance (DA) service at intelligent service control point (SCP) in communication with said OSS;
 - temporarily connecting said request to an assigned directory assistance voice peripheral via the PSTN without using dedicated voice links between the OSS and assigned directory assistance voice peripheral;

sending a message from the SCP to a directory assistance controller regarding directory assistance voice peripheral assigned said request;
soliciting through the assigned directory assistance voice peripheral information regarding said request from the requesting subscriber to form a directory assistance query;
forwarding the directory assistance query to the directory assistance controller;
querying the local or remote directory assistance database from the directory assistance controller to identify the requested number; and,
forwarding the requested number to the directory assistance voice peripheral for delivery to the requesting subscriber.